



TOWN OF NAGS HEAD
North Carolina

Fiscal Year 2013-2014
Annual Report

TOWN OF NAGS HEAD

Fiscal Year 2013-2014 Annual Report

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Administration

The Administration Department maintains and safeguards official Town records, provides access to those records, and provides public notice of official meetings. In addition, Administration provides administrative support for the Board of Commissioners, the town manager, and all Board-appointed committees. Finally,

Administration issues broadcasts/media releases, manages the Town's social media sites, and provides support to the Town and County during emergencies via participation in Dare County's Joint Information Section.



The Department strives to provide efficient records management of the Town's central resource facility in addition to providing support for the Board of Commissioners, the town manager, Town departments, and Nags Head's residents and visitors. Automating the indexing in the clerk's office to facilitate access to permanent Town records by all departments through the shared drive on the Town computer system is a department goal, along with providing access to certain Town records on the Town's web site to include Board of Commissioners meeting agendas, backup materials, summary actions, public notices, resolutions, ordinances, contracts, and approved minutes - to include (opened) closed session minutes. Finally, Administration strives to release items of interest in a timely manner to the media and the general public and perform as the link between the Town and the County via the public information officer.

Board/Committee Meetings - Objectives

- Prepare and distribute agendas, summary actions, and formal minutes of Board of Commissioners meetings
- Prepare and distribute agendas and formal minutes of Town Board/Committee meetings, various ad hoc committees and specialized meetings as requested by the mayor and the town manager
- Provide adequate public notice of Town Board/committee meetings, workshops, retreats, public hearings, and events; maintain up-to-date Town Board/Committee meeting schedules

Board/Committee Meetings - Supporting Information

- Twenty BOC meetings; meeting agendas published and posted to website
- Thirty persons on Sunshine List notified as required by law
- Twenty-one public hearings, a decrease from 25 last fiscal year

ADMINISTRATION

- Board summary actions/formal minutes prepared for each Board meeting and posted to web site
- Formal BOC minutes filled 228 legal pages
- Agendas, minutes, reports prepared for committee meetings
- Laptops provide paperless process for Board members during meetings; department heads and other stakeholders obtain agenda/backup materials via the web site

Town Code, Ordinances, Resolutions, Proclamations and Policies - Objectives

- Process ordinances, resolutions, proclamations, and policies adopted by Board of Commissioners/town manager
- Maintain up to date Town Code of Ordinances
- Prepare and distribute updates to the following Town documentation: Town Code, Consolidated Fee Schedule, Policy Book (both Board and Administrative policies)
- Provide access to the Town Code, ordinances, resolutions and proclamations via the Town-wide shared drive; provide Town web site access to the Town Code, the Consolidated Fee Schedule, Board adopted resolutions and ordinances

Town Code, Ordinances, Resolutions, Proclamations and Policies - Supporting Information

- Thirty-nine ordinances, an increase from 34 last year
- Twenty-one resolutions, an increase from 20 last year
- Ten proclamations, an increase from eight last year
- Four Town Code Supplements processed – average per year

Permits, Applications, Meeting Room Reservations - Objectives

- Process permit applications for crowd gathering events, bona fide fishing tournaments, massage therapy businesses, massage therapists, and vehicle for hire businesses in a timely manner
- Process permit applications for crowd gathering events for the Outer Banks Event site (former Windmill Point property), which is owned in conjunction with the Dare County Tourism Board; a special events permit application is in place for site use
- Process park reservations for residents/visitors, coordinate special requests as necessary, reserve/coordinate special requests for Board Room, Library, and Administration Conference Room

- Procure and return as necessary clean-up deposits required for Town Parks and Board Room; utilize Town policy for priority reservations of the Board Room

Permits, Applications, Meeting Room Reservations - Supporting Information

- Thirty-four Harvey soundside and Barnes Street Town Park reservations, procured/refunded deposits
- Scheduled Board Room for meetings, maintained supplies, table setup, procured/refunded deposits
- Processed 36 Crowd Gathering Applications, a decrease of two from last fiscal year
- Provided on-line Crowd Gathering Application process
- Processed 282 temporary beach driving permits for Nags Head Surf Fishing Tournament and 64 temporary permits for Outer Banks Association of Realtors
- One taxi-cab driver denial appeal was processed

NOTE: Revised/updated room/park reservation policy was adopted by the Board of Commissioners.

Records Management - Objective

- Safeguard and maintain the Town's official permanent records, i.e., deeds, contracts, memorandums of understanding, agreements, minutes, ordinances, resolutions, proclamations, etc. for history and research by all Town departments, elected officials, and citizens

Records Management - Supporting Information

- Ordinances, resolutions, proclamations, minutes filed in permanent books - stored in fire-resistant vault
- Contracts/agreements/MOU's/MOA's stored in vault; indexed on shared drive for easy retrieval
- Approximately 46 contracts/agreements/deeds were processed during Fiscal Year 2013-2014
- Contracts included on Town web site
- Emergency evacuation box provided to the fire chief during times of emergency and updated annually, prior to the start of hurricane season

Research - Objective

- Research Town records in an efficient and timely manner in response to requests for information

Research - Supporting Information

- Researched numerous inquiries/requests from other Town departments, the general public\Board members concerning Board agendas, past Board meeting minutes, historical data, legal issues, specific projects, subdivisions, etc.

Bids, Certifications, Oaths, Etc. - Objectives

- Coordinate the formal bid process (\$500,000 for construction work and \$90,000 for equipment purchase)
- Attest all official documents for the Town, notarize/certify documents when requested/required
- Administer all oaths of office

Bids, Certifications, Oaths, Etc. - Supporting Information

- Processed formal bid openings to include advertisement, vendor letters, bid/bond security deposit
- Certified, attested, and notarized numerous documents from citizens, departments, and Board members

Public Information Officer - Objectives

- Notify/release information to the general public and media concerning events, respond to media inquiries
- Expand the Town's information dissemination methods
- Disseminate accurate, timely information regarding emergencies and other Town-related information
- Participate in Dare County Joint Information Section
- Maintain and monitor Town's social media sites

Public Information Officer - Supporting Information

- Prepared/forwarded 36 news releases
- Distributed 55 e-mail broadcasts to over 536 broadcast subscribers
- Sent approximately 753 Tweets to over 3,192 followers up from 2,100 followers in Fiscal Year 2012-2013
- Daily posts on the Town's Facebook page, which had 3,407 fans on June 30, 2014, up from 1,817 fans on June 30, 2013

- Managed and maintained the Town web site home page to include emergency information
- Participated in Dare County Joint Information Section, which allows the Town to remain current with storm procedures before/during/after an event as well as general items of interest to residents and visitors

Town Web Site - Objectives

- Provide and maintain useful information on the Town's web site, provide user-friendly access to pertinent information
- Update and maintain Town web site's home page
- Work with departmental web site coordinators to ensure site consistency
- Respond to all web site inquiries or refer to appropriate department for timely response

Town Web Site - Supporting Information

- Expanded Customer/On-Line services to include link to Crowd Gatherings - Web site now allows online application for Crowd Gathering events – in addition to existing link to Town Code, Consolidated Fee Schedule, etc.
- Agendas, backup, summary actions, minutes, etc. for BOC meetings/retreats/workshops – posted to Town's web site
- News items of interest are posted on the web site home page
- Notices of public hearings, public notices, bid openings are maintained on the Town's web site
- BOC meetings are aired live via web site; BOC meetings are replayed four times Friday/Saturday following the meeting on the Government Education Channel
- Video archive of BOC meetings is maintained and may be viewed in their entirety via Town's web site
- Each Town Board/Committee, including ad hoc committees, has web site page; application to serve on a Board/Committee is also provided
- Town Clerk's office receives public inquiries/comments/etc. via web site; inquiries are answered by the Clerk or are forwarded to appropriate department for response

Highlights/Accomplishments Fiscal Year 2013-2014

- Town Celebrations - Coordinated Veterans Day/Memorial Day celebrations in support of nation's military
- Social Media – PIO use of Facebook/Twitter continues to increase Town's visibility in positive manner and increases avenues of information for the public

ADMINISTRATION

- Digital recording – Board of Commissioners meetings now recorded digitally and allows for easy access
- Town web site - PIO continues to maintain an updated web site to include easy access – often via “News & Information” on Home Page or as separate sidebar items – to BOC documentation as well as to items of specific interest, i.e., public hearings concerning “hot” topics, upcoming events, etc.
- Document Imaging – Scanner purchased and all Board minutes scanned via use of intern to K Shared Drive – except 1976 through 1987
- Email Broadcast – Use of Weekly Town Email Blast to all who have registered transmits messages of interest, i.e., ocean rescue information, weather information, water flushing schedules, etc.
- Board Retreat – Successful January 2013 Board of Commissioners Retreat resolved several issues to include outstanding Town Boards/Committees, employee benefits, future goals, etc.
- Frequently Asked Questions (FAQ) on Town web site - Expanded FAQ's on Town web site includes additional information on weddings/receptions on the beach, Crowd Gathering applications
- Traffic Control Map – Map was downloaded to in-house GIS system, updated with Town traffic control information and review by town clerk began
- Stormwater – Updated/Maintained email distribution lists for individual neighborhoods with stormwater issues

Goals Fiscal Year 2014-2015

- Town web site – Continue to maintain information re: Town Boards/Committees, Public Hearings and Notices; add approved/adopted Proclamations to web site
- Document Imaging – Complete scan of remaining BOC minutes (1976 – 1987); continue to streamline search of files; hire budgeted intern to assist with scanning documentation and other tasks
- BOC meetings – Convert archived BOC meeting video tapes (VHS) to DVD and/or Flash Drive records
- Town inquiries – Continue to respond promptly to Town inquiries by distribution to appropriate department as necessary and continue follow-up process
- Citizen participation - Evaluate methods to encourage citizen participation on Town Boards/Committees
- Traffic Control Map – Complete review of Draft Map printed from in-house GIS system – Post to web site
- Board Retreat – Assist Board in carrying out goals/objectives discussed
- Emergency box – Convert VHS records (video of Town properties, artwork, etc.) in Emergency Evacuation Box to DVD and/or flash drive records

Administrative Services



The Administrative Services department provides continuous support for all of the other Town departments in the areas of revenue billing, payroll and benefits, and accounting and collection matters. Further, the department safeguards the assets of the Town by implementing and maintaining internal controls and the Town's investment policy.

Accounting and Collections

The Administrative Services department plays a key role in the preparation of the annual operating and the Capital Improvement budgets. Centralized purchasing allows for the timely identification of budget issues so that they can be addressed. This department monitored spending closely and brought forward 14 budget amendments which included 115 adjustments in Fiscal Year 2013-2014. There were 2,274 accounts payable checks issued during the fiscal year and \$2,247.06, up from \$1,953.51, was saved by taking advantage of purchase discounts. We also continued payment by ACH and made an additional 685 vendor payments electronically saving the cost of both checks and postage, up from 645 last fiscal year. In addition credit card payments of \$82,225 were processed and allocated to the appropriate expenditure account compared to \$57,445 during the prior fiscal year. There were 2,589 active vendors compared with 2,252 the prior year. There were 1,083 purchase orders issued from requisitions and 61 federal tax form 1099's were prepared for the year. Through monthly sales and use tax reporting and the annual sales and use tax report the Town was able to receive back from the state \$77,655 from sales and use taxes paid compared with \$66,600 in the prior year.

To maximize investment earnings and minimize risk the investment pool was further diversified during recent years to include the investment of funds in Finistar and increase the amount invested in large certificates of deposit with BB&T, Southern, First Bank, and Vantage South in addition to extending to offset the continued decline in market interest rates which resulted in increased investment earnings for the Town to \$105,214 from \$43,163 in the prior fiscal year. Additionally the prior year included only a year end adjustment of values to market rates versus the current year adjustments at both the beginning and end of the fiscal year. Rates earned on short term funds invested in NCCMT remained at .01% from July 2013 through June 2014 (versus .06% down to .01% in the prior year) compared to rates of .20% to 2.10% earned on the larger longer term certificates of deposit throughout the full fiscal year. Only one certificate was earning above 1% at June 30, 2014 versus four as of June 30,

ADMINISTRATIVE SERVICES

2012. During the year the Town continued investing in FNMA, FHL Banks, and GNMA securities to further diversify invested funds and started investing in the NCCMT term portfolio in the hope of improving investment returns in the future. The department of Administrative Services is also responsible for seeking proposals for financing the purchase of the Town's capital assets. During the year the Town financed \$281,481 for vehicles and equipment over three years at a rate of 1.04% with proposals ranging from 1.040% to 1.525%. The Town also financed \$311,241 for vehicles and equipment over five years at a rate of 1.180 % with proposals ranging from 1.180% to 1.755%. Additionally, the Town financed \$500,000 for acquisition of land over five years at a rate of 1.180% with proposals ranging from 1.180% to 2.120%. The third annual repayment of \$3,600,000 of special obligation bonds, in addition to, the semiannual payment of interest at a rate of 2.48% was made during the fiscal year. Two years remain on the special obligation bond debt.

We began implementation of new accounting software July 1, 2011 starting with general ledger accounting, purchasing, payroll, and taxes. Water and business licensing followed in October of 2011 and budget in the spring of 2012. The last module converted to the new software was fixed assets in June/July of 2012. We were also able to obtain vendor financing for the purchase at zero percent interest in place of typical bank financing allowing us to equally spread the purchase cost over four fiscal years further reducing the cost to the Town. Four years of payments had been made as of June 30, 2014.

The Town maintained a 99.89% tax collection rate for the fiscal year ending June 2014. This represents a slight increase from our prior year's collection rates of 99.70% for the year ended June 30, 2013. The breakdown includes a collection rate of 97.62% for DMV and 99.93% for ad-valorem taxes. There were 6,077 tax bills issued, 1,040 late tax notices, and 62 uses of enhanced collection methods including ach payment plans, bank and rent attachments, and two initiations of the in rem foreclosure process. The Town tax bills also included municipal service district taxes of \$.16/\$100 with an initial levy of \$1,800,050, collections of \$1,798,931 (99.94%) and a remaining receivable balance of \$1,119 (.06%) as of June 30, 2013. We also significantly reduced the amount of outstanding prior year tax balances by collecting \$21,946 of the \$41,422 unpaid at 6/30/13. There were 1,139 privilege licenses issued (versus 1,029 the prior year).

Water encountered another busy year as well with 28,840 water bills processed, 2,970 second notices, 2,970 late fees added, and 179 cut-off tags prepared (down slightly from 209). We also continued making courtesy phone calls to each customer prior to cut off of water service. There were 24 new water service accounts (down from prior year of 33) and 138 accounts were final billed and transferred to new owners. There were 48 Septic Health credits processed of the 48 requested to be issued. Our total active water accounts at June 30, 2014 were 4,797 (including 4,405 residential). During the year, 306 adjustments were made to water accounts. We began billing the new stormwater fee of \$4 per water bill in March of 2005.

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Stormwater Fee Revenues

Year Ended June 30, 2005	\$36,776
Year Ended June 30, 2006	\$110,796
Year Ended June 30, 2007	\$111,720
Year Ended June 30, 2008	\$112,378
Year Ended June 30, 2009	\$112,368
Year Ended June 30, 2010	\$112,612
Year Ended June 30, 2011	\$113,252
Year Ended June 30, 2012	\$113,988
Year Ended June 30, 2013	\$114,572
Year Ended June 30, 2014	\$115,364

An unqualified (clean) opinion was received from our auditors Dowdy & Osborne on the Town's financial statements for the previous fiscal year in the second year of a three year contract for audit services.

This past year 17 workers compensation claims were filed representing \$160,558 in total costs and 305 lost work days compared with the prior year's 16 claims with \$248,615 in total cost and 264 lost work days. We also facilitated 10 incident/damage claims totaling \$28,810 reimbursing the Town. Administrative services also provided support for grants reimbursement transactions.

Payroll and Benefits

There were 13 full time vacancies advertised for the various departments in Fiscal Year 2013-2014 and a total of \$1,587 was spent on advertising those vacancies including seasonal staffing. New employee orientations and processing was conducted for seven full time employees and 39 part time employees. The average turnover rate for the year was 15%, with an average of three months to fill a vacant position. There were two promotions, two terminations, nine resignations, four retirements processed, and the sad loss of one employee in a non work-related event. There were 3,379 direct deposit advices issued in 2013-2014. A total of \$34,344 was paid for unemployment costs up from the prior year of \$15,084 due to changes in funding at the state level resulting in higher costs for the initial year of implementation. There were no notices of potential unemployment claims or phone hearings held during the fiscal year. The average cost expended to hire a new general employee was \$600, \$3,889 for a firefighter, \$3,627 for a police officer, and \$700 for a Public Works employee. The variations here are mostly attributed to the initial uniform and equipment costs. In addition, the Town's benefit plan for employees for the year ended June 30, 2014 remained basically the same as the prior year with the exception of the changes to the 401k plan for non-law enforcement employees which required an employee contribution to be matched by the Town up to 2%.

The Employee Computer Lease / Purchase Program was reestablished under revised guidelines beginning July 1, 2012. Since the program has been reinstated, 27 computer

ADMINISTRATIVE SERVICES

loans have been processed in the amount of \$26,795 with \$10,163 outstanding as of June 30, 2014.

As part of the Town's commitment to its employees, the funds expended for training and training materials including the safety program amounted to an average of \$748 per employee for FY 2013-2014, up from \$161 per employee in FY 2012-2013.

The Town was awarded the prestigious Public Sector Sharp Award which was presented to Town staff by Commissioner Cherie Berry on July 9, 2014. This award was made possible through the team efforts of the Board of Commissioners, Town Management and all Town staff working diligently to keep Nags Head a safe and healthy working environment.

The Wellness Program was successful with 99.09% of employees signing up to participate. The Wellness Committee did an excellent job coordinating and advertising wellness events throughout the year. An active Wellness Program works and resulted in only a 12% increase in health benefit costs compared to increases throughout the state for government entities with NCLM of up to thirty percent.

Information Technology



Equipment Deployed

- 3 Network Attached Storage (NAS) Servers
- 13 Laptop Computers
- 14 Desktop Computers
- 4 Ultrabooks (MS Surface)
- 4 Tablets (Apple iPad)
- 1 Managed Switch
- 3 WAPs
- 1 Large Format Printer and AutoCAD Software
- 1 Scanner
- 2 Printers

Software and Cloud Services Upgrades and Deployment

- Veeam virtual server backup software for data center
- Foxit Phantom PDF Software for office personnel
- Emergency Reporting (Cloud) Software for Fire Department
- AutoCad Software for Town Engineer
- Replaced GISmo GIS viewer with ArcGIS Online (Cloud Software)

Other Upgrades and Changes

- Meeting and Presentation System for Station 16 South Wing

Equipment Supported Fiscal Year 2013-2014 (Year End)

- Servers
 - 10 Virtual Servers
 - 3 Host Servers
 - 2 Physical Servers
- Storage
 - 1 Email Archiver
 - 2 Storage Area Networks
 - 4 Networked Attached Storage
- Computers and Printers

- 63 Desktops
 - 46 Laptops
 - 4 Ultrabooks
 - 6 Tablets
 - 41 Printers
- Network Infrastructure
 - 1 WAN Firewalls
 - 1 Spam Firewall
 - 1 Router/CSU/DSU
 - 10 Fiber Converters
 - 12 Managed Switches
 - 9 Wireless Access Points
 - 2 Wireless Backhaul Points
- Telephone Equipment
 - 1 Telephone System Server (VM)
 - 7 Voice Switches
 - 102 Telephone Sets
- Cellular
 - 19 Cell Phones
 - 17 Air Cards

There were many changes and upgrades in software, server operations, networking, and web services by the IT Department in FY 2013-2014.

July and August 2013

IT coordinated the purchase and installation of a workstation, software, and large format printer for the Town engineer's office.

The IT Department coordinated testing and training for ArcGIS Online (ESRI cloud GIS service) to replace the GISmo GIS viewing software that was being eliminated by the provider. Several demonstrations and classes were scheduled for July and August.

The cloud solution was tested and evaluated by Town staff and proved to be a better internal solution while also providing the capability to publish maps on the Internet for public viewing.

A GIS consultant worked with staff to migrate to the new system. The consultant also worked with the Town Engineer on developing stormwater maps, worked with the Planner on zoning maps, and with the Water Quality Coordinator to develop testing site maps and mobile data collection.

October 2013

IT worked with the Fire Department to evaluate migrating to Emergency Reporting, a National Fire Incident Reporting System (NFIRS) cloud application, and utilizing Apple iPads for a mobile solution.

IT worked with the Planning Department to install and evaluate the real time integrated GIS Mapping component of the BluePrince software.

December 2013

IT completed the deployment of an equipment cabinet to house redundant data storage at Fire Station 16 for disaster recovery. This project was started in April of 2013. However, the climate controlled cabinet that was originally purchased to house the equipment was not designed properly and actually saturated the equipment with moisture rather than protecting it. This cabinet was returned eventually and a sound suppressing cabinet was purchased so the project could be relocated from the south wing to the men's dormitory.

January 2014

IT Deployed 4 Apple iPad tablets for the Nags Head Fire Dept. These are used for the Active911 emergency response and Emergency Reporting (NFIRS) software.

February 2014

IT scheduled training for Microsoft Word and Microsoft Excel classes. These classes were taught by Tommy Harrington and were offered to all employees that wanted to participate.

March – June 2014

The IT Department had assisted the Police Department with a Governor's Crime Commission grant application for replicated video data storage. Redundant Network Attached Storage (NAS) servers were purchased in March with this grant. This system was setup tested and deployed over the following months.

Edmunds Financial Software Upgraded to version 3.0.

An additional NAS was deployed for backup of data.

IT worked to get digital cable boxes installed at Town Hall as needed and assisted other departments with the digital cable conversion.

April 2014

The town manager executed contracts with MCNC for redundant Internet service and to replace the dark fiber that connects the Public Works complex with Town Hall. This

was the culmination of several years of planning and discussion with MCNC by the IT Dept. This project has reduced our annual connectivity costs by approximately \$3,500 annually and provided 20 times more Internet bandwidth.

May 2014

IT Deployed 14 copies of Foxit Phantom PDF authoring software for office Personnel.

Veeam backup software was deployed to backup the datacenter virtual servers.

June 2014

The IT Department coordinated and oversaw the Installation of new presentation and meeting equipment in the Fire Station 16 South Wing. This equipment was purchased with PEG channel grant funds.

IT deployed publicly accessible Wifi access at Fire Station 21, Fire Station 16, Public Works, Town Hall, Ocean Rescue, and the BOC building.

Planning and Development



Planning and Development works to implement Town goals for growth, development and quality of life in Nags Head. The Department is responsible for:

- zoning and subdivision administration
- code compliance
- building inspections
- floodplain management
- erosion and sedimentation control
- storm damage assessment
- GIS
- Planning Board and Board of Adjustment staffing
- grant writing
- project management
- long range planning activities

As authorized under the State of North Carolina General Statutes, the Department provides building inspection services to administer enforcement regulations relating to the construction, renovation, or alteration of buildings and other structures; the installation of plumbing, electrical, heating and air conditioning systems; as well as the maintenance of buildings and other structures to ensure safe, sanitary, and healthy conditions.

The Department is also authorized by the State to provide local permitting services on behalf of the Coastal Area Management Agency (CAMA) for minor permits in areas of environmental concern (AEC). The Department must regularly update a local land use plan that complies with CAMA requirements and enforce CAMA policies.

The Department continues to strive to provide high quality service for the citizens and visitors of Nags Head, as well as for the other departments within the Town in support of Board goals - including fair application of ordinances, thorough research and preparation in planning tasks, and involving the public in local decision-making.

Fiscal Year 2013-2014 Highlights

In 2013-2014, the Planning and Development Department achieved several notable accomplishments in support of Town goals and department objectives.

- A. Update and improve the Town Code of Ordinances to eliminate contradictions, support Town Goals, and be more user-friendly.

Performance Indicators

1. Completed updates to the Town's Stormwater Ordinance and began implementation.
2. Continued the process of updating parking regulations to promote infill, shared parking, and bicycle and pedestrian infrastructure with a Planning Board sub committee.
3. Continue to address contradictions and generally "clean up" zoning and subdivision sections of ordinances as text amendments come forward. The Board of Commissioners authorized a project to modernize the Town's land use ordinances to provide clarity and consistency within the regulations.
4. Updated Town Code Chapter 48, Article XVI, Board of Adjustment, in response to required changes in the North Carolina General Statutes.

- B. Pursue grant and planning opportunities at the direction of the town manager and in cooperation with other Town departments to leverage federal, state and other resources in support of Town goals and infrastructure needs.

Performance Indicators

1. Substantially completed the development of a Comprehensive Pedestrian Plan in conjunction with the NC Department of Transportation.
2. Completed a section of the west side multi use path from W. Villa Dunes Drive to W. Windjammer Road.
3. Continued activities in support of Safe Routes to School through a successful bicycle rodeo and helmet give-away as well as bike-to-school and walk-to-school events.
4. Initiated the development of an area plan for the Gallery Row Arts District. Also conducted the Gallery Row Roll and Stroll event to promote the District.
5. Continued to develop a plan for a soundside boardwalk in the Commercial Outdoor Recreation Overlay District.
6. Continued participation in the Regional Bicycle Plan and Dare County Comprehensive Transportation Plan.
7. Assisted with the initiation of a design project for the new Dowdy Park property.

- C. Maintain certifications, licenses and training requirements and pursue cross-training and advanced certifications for staff and utilize professional services in order to maximize department capabilities within current staffing levels and budget.

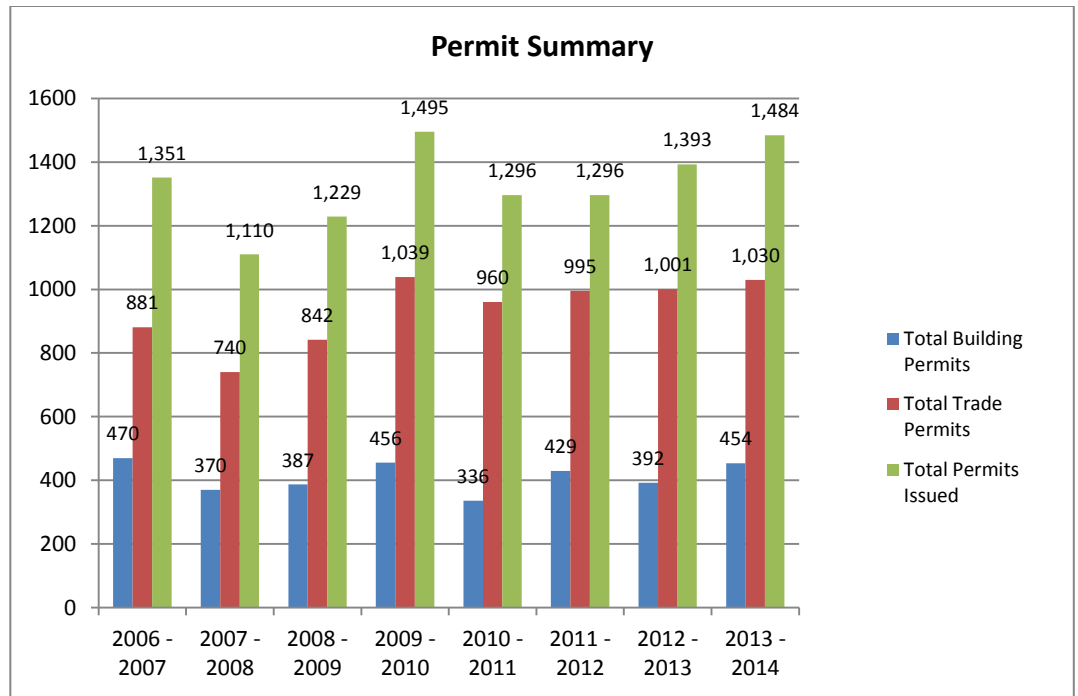
Performance Indicators:

1. Two staff members have Certified Floodplain Manager designations.
2. Certifications are current for all building inspectors and zoning administrators as well as for the water quality coordinator.
3. Staff has been trained on Blue Prince software and the water quality coordinator is utilizing hand-held technologies in the field.

Permits and Inspections

Permits and Inspections Summary

CAMA Permits Issued	127 (42 Minor and 85 Exemptions) \$5,100 in fees collected 114 sand relocation permits issued
Zoning Permits Issued	529 \$21,970 in review fees collected (in addition to building permits below which are reviewed for zoning compliance)
Code Compliance Actions	231 investigations 7 warning citations 6 civil citations
Septic Health	301 Tanks Inspected 56 Tanks Pumped 273 Water Quality Samples Taken
Building Permits Issued	1,484 \$177,594.10 in fees collected



Planning Board and Board of Commissioners Items

Total Site Plan/Conditional Use (Vested Right) Presented = 4

- Approved – Colony Ridge Rehabilitation Center – new lobby area, covered walkway, parking improvements
- Approved – First Flight Aerial Adventure Park – outdoor recreation elements
- Approved – Ark International Church – construct new church, pavilion, and multipurpose recreation areas
- Approved – Outer Banks Hospital – new surgery unit and relocate mobile MRI area

Total Text Amendments Presented = 12; 11 Adopted and 1 Denied

- Adopted – Allow Aerobic Class, Dance School, Karate School as a permitted use within shopping centers
- Adopted – Allow light fixtures, including signs, to be located above 35 feet in height within the CR, Commercial Residential Zoning District
- Denied – Permit a new use of “Automated Ice Vending Machine Structure” as an accessory use to retail shopping centers within the C-2, General Commercial Zoning District
- Adopted – Permit a new use of “Aerial Adventure Park” as a conditional use within the Commercial-Outdoor Recreation Overlay District
- Adopted – Allow the continuance of an exemption to lighting of amusements both above and below 35 feet in height (removal of sunset clause)

- Adopted – Increase the total number of rides within the Commercial-Outdoor Recreation Overlay District, Outdoor Amusement Rides and Games, that can exceed 35 feet in height, not to exceed 60 feet in height, from 1 to 3
- Adopted – Allow structural poles associated within an “Aerial Adventure Park” to extend no more than 60 feet in height from natural or original grade
- Adopted – Various amendments to Town Code Chapter 48, Article XVI, Board of Adjustment, to reflect changes made by the General Assembly of North Carolina to the NCGS in Session Law 2013-126/House Bill (H.B.) 276
- Adopted – Various amendments to Town Code Chapter 34, Stormwater, Fill and Runoff Management
- Adopted – Allow Outdoor Stands as an accessory use to “Office Retail Group Development” uses within the C-2, General Commercial Zoning District
- Adopted – Allow directional signage for yard sales and eliminate the requirement for ten off-street parking spaces
- Adopted – Clarification of how permeable pavement/turfstone usage is calculated within the town

Board of Adjustment

Total Variance Requests Presented = 2; 1 Approved and 1 Denied.

- Continued/Denied – request to vary front yard setbacks and lot access requirements for the property located at 7222 S. Virginia Dare Trail
- Approved – Side Yard Setback encroachment at Outer Banks Fishing Pier

Police



The Nags Head Police Department is a full-service law enforcement agency that proudly serves the residents and visitors of our town. The Police Department strives to be a contributing factor creating a better quality of life through proactive policing with an emphasis on community relations. The Department places its highest value on the preservation of human life, the protection of property, and service to humankind.

The Police Department is divided into four operational units: Administration, Patrol, Criminal Investigation, and Animal Control. The Administration Unit of the Police Department is comprised of the police chief, deputy police chief, an office/systems manager and an office assistant. This unit performs the administrative duties of the Police Department as well as records keeping and computer operations. Additional duties include budget preparation/maintenance and researching/writing State and Federal grants.

The Patrol Unit is composed of four sergeants and uniformed police officers. The Patrol Unit delivers basic law enforcement service to Nags Head.

The Criminal Investigation Unit is composed of one sergeant that oversees the Unit, along with police officers specifically designated to performing the duties of investigating crimes that occur within the town's corporate limits.

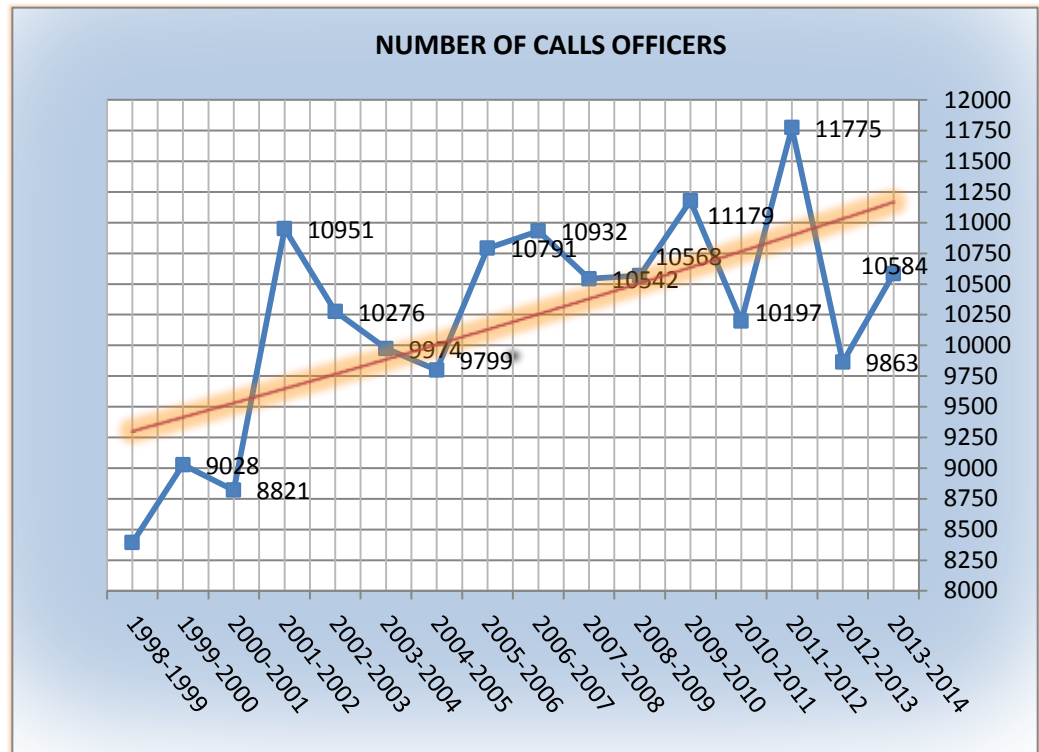
The Animal Control Unit is composed of one police officer, who is responsible for the operation of an effective animal control and protection program in the Town

In my continuing effort to ensure that you are kept abreast of crime and police activity trends in our community, this report is herewith being provided. I have already reviewed and discussed its contents with the town manager, and hope that it will serve as the basis for continuing community conversation about policing/public safety concerns.

Included is an overview of the Department's crime and activity statistics for Fiscal Year 2013-2014, as well as a number of supporting graphs. While analyzing this data, please note the important points associated with each.

Calls for Service

Total incidents received and documented by dispatch during Fiscal Year 2013-2014 were 9,863, representing a 7.3% increase over the previous year.



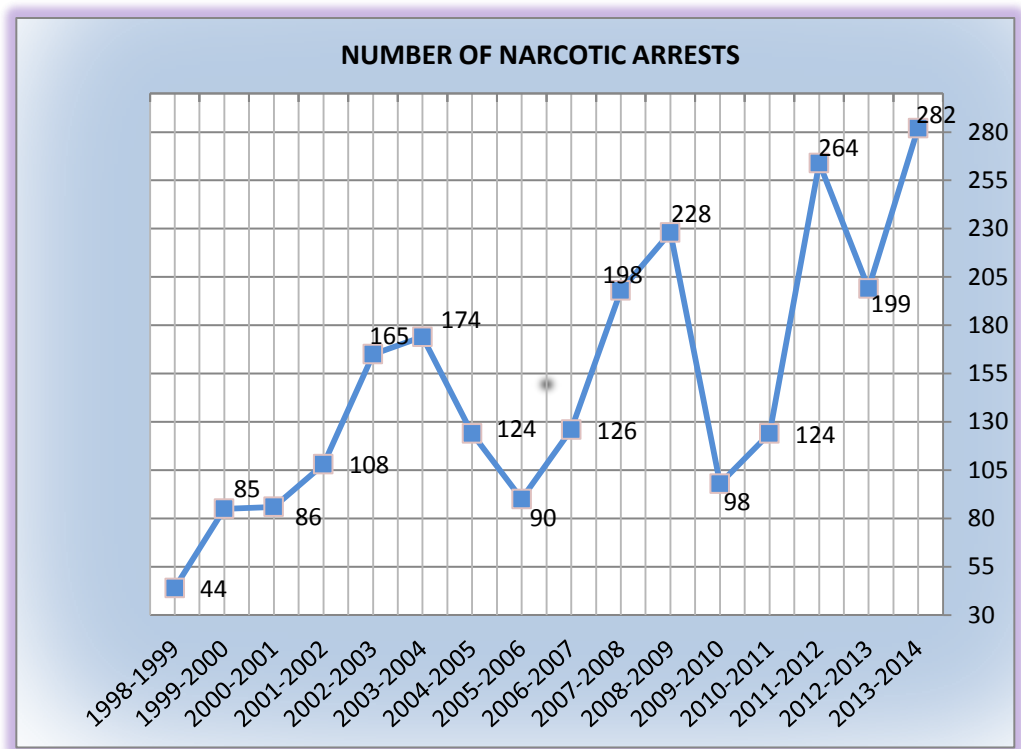
Drug and alcohol abuse affects every sector of society, straining our economy, our healthcare and criminal justice systems, and endangering the futures of young people.

Arrests	2012-2013	2013-2014	Arrests	2012-2013	2013-2014
Homicide	0	0	Communicating Threats	9	6
Rape	2	0	Littering	6	1
Robbery	1	3	Gambling	0	0
Assault	27	40	Excavating W/Out Permit	0	0
Burglary	51	5	Escape	0	0
Larceny	49	26	Indecent Exposure	1	0

Arrests	2012-2013	2013-2014		Arrests	2012-2013	2013-2014
Accessory to Larceny	1	1		Peeping Tom	0	0
Motor Vehicle Theft	4	0		Pyrotechnics Possession	0	0
Forgery	0	0		Extortion	0	0
Fraud	6	8		Damage to Real Property	10	8
Stolen Property	5	4		Resist, Delay, Obstruct LEO	18	10
Weapons	4	13		Officer Assault	1	2
Controlled Substances	199	282		Surfing	0	0
ABC Violation	94	121		Beach Driving	1	1
Embezzlement	0	0		Sand Dune Driving	0	0
Creating Disturbance	13	27		Sleeping in Vehicle	0	0
Motor Vehicle Tampering	1	1		Public Profanity	0	0
Affray	3	0		Other	24	32
Trespassing	8	6				

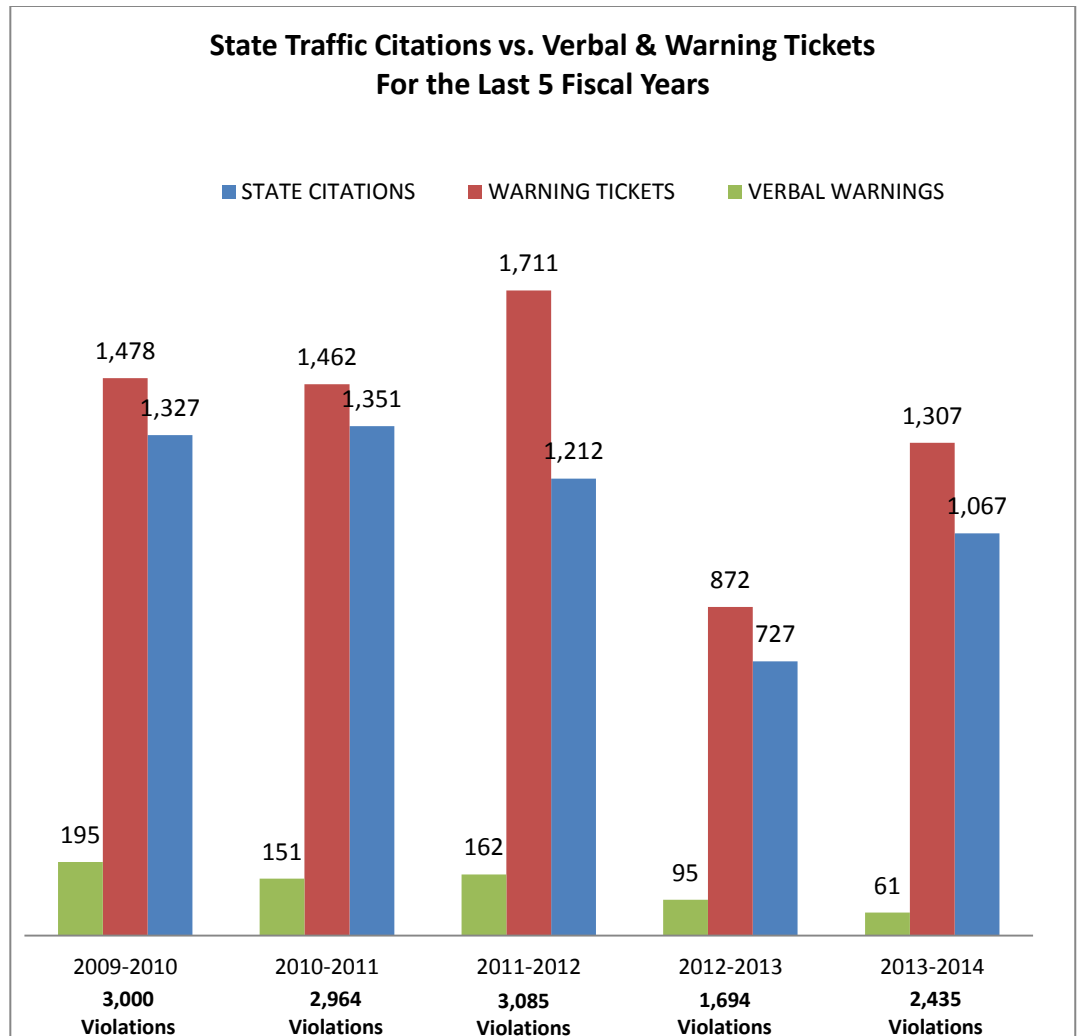
Drug use affects every sector of society, straining our economy, our healthcare and criminal justice systems, and endangering the futures of young people. During Fiscal year 2014, Nags Head Officers made 282 arrests relating to narcotics, seizing marijuana, cocaine, Heroin, LSD, and illegal prescription drugs.

Over the last year, our officers confiscated many different types of drug paraphernalia including syringes and spoons used with Heroin/prescription drugs and along pipes/bongs used with marijuana and “crack” cocaine. Prescription drug abuse is the Nation's fastest-growing drug problem, and the Centers for Disease Control and Prevention has classified prescription drug abuse as an epidemic. In FY 2013-2014, our police officers seized over 100 dosage units of Hydrocodone, 25 dosages suboxone, and over 250 dosages of other prescription drugs being used on the street illegally.



The Nags Head Police Department is focusing on four major areas to help reduce prescription drug abuse:

1. **Education.** A crucial first step in tackling the problem of prescription drug abuse is to educate parents, youth, healthcare providers and patients about the dangers of abusing prescription drugs, and proper storage and disposal of prescription drugs. Nags Head Police Department is doing this through community outreach and partnering with Dare CASA.
2. **Monitoring.** Nags Head works with Agents of the North Carolina State Bureau of Investigation that have access to the State's prescription drug monitoring program. This program works to reduce "doctor shopping" and diversion.
3. **Proper Medication Disposal.** Nags Head Police Department, along with the Dare County Sheriff's Office, Outer Banks Hospital and Dare CASA have developed a convenient and environmentally responsible prescription drug disposal program to help decrease the supply of unused prescription drugs in the home. In addition, citizens and visitors can turn over any unwanted or unused prescription drugs to any Nags Head Officer 24/7 for disposal.
4. **Enforcement.** Officers with the Nags Head Police Department thoroughly enforce the State's laws governing the illegal possession/sale of prescription drugs as well as altering/forging prescriptions.



It is significant to note that over 56% of the recorded traffic enforcement volume in FY 2013-2014, resulted in a written or verbal warning.

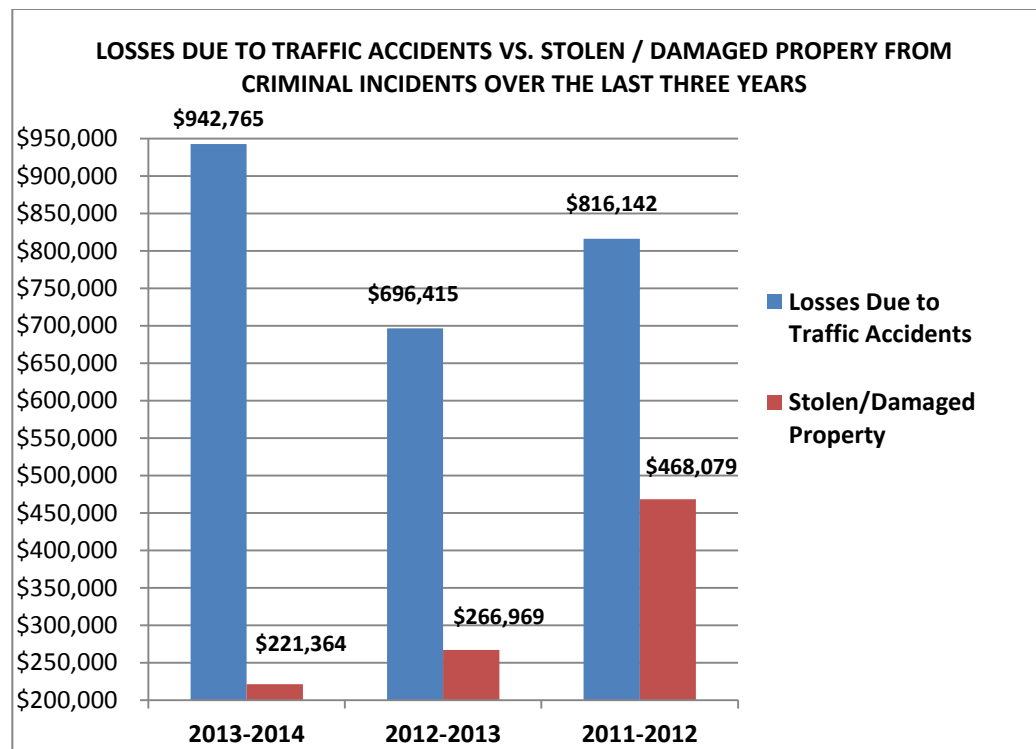
The North Carolina Division of Motor Vehicles, Traffic Records Branch publishes an annual report on Traffic Crash Facts. As part of this report they ranked crash data for 482 cities/towns in N.C. with populations of less than 10,000.

In Calendar Year 2013, Nags Head was ranked 7 out of 482 other cities/towns in the State on the seriousness of traffic accidents occurring in our township. These rankings are based on several factors including reported crashes, crash severity and crash rates based on population.

**2013 Ranking of Cities with Populations of Less Than 10,000
Based on All Reported Crashes from January 1, 2011 through December 31, 2013
(Per N.C. Division of Motor Vehicles publication entitled "2013 Crash Facts").**

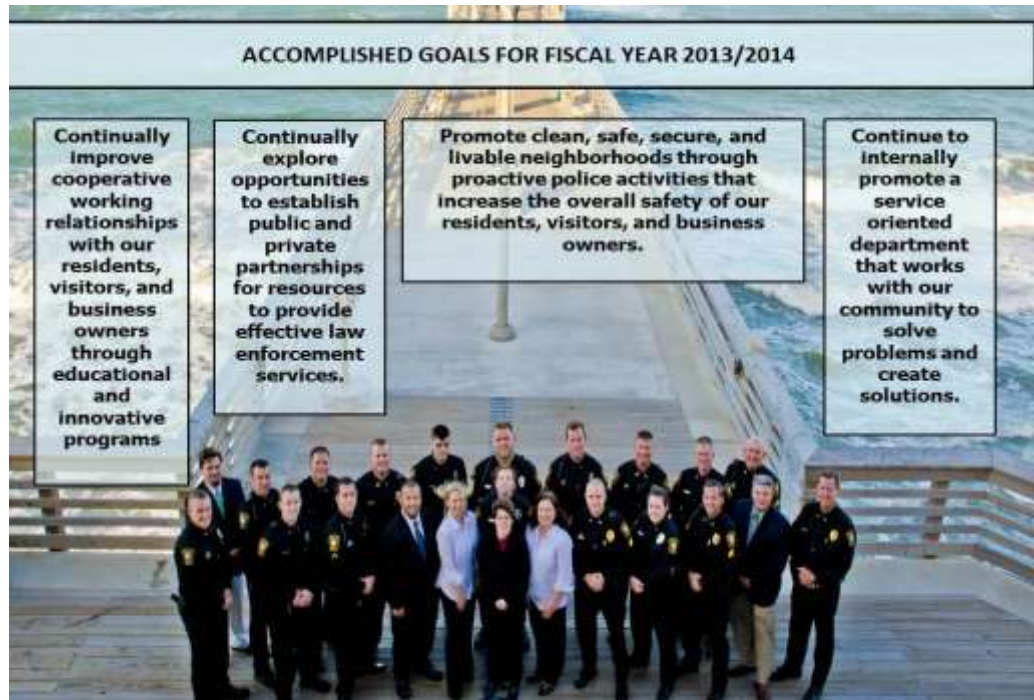
City	Total Crashes	% Alcohol Related Crashes	Fatal Crashes	Non-Fatal Injury Crashes	2010	2011	2012	2013
Kitty Hawk	551	5.81%	4	127	16	9	1	1
Whiteville	927	2.05%	3	320	8	5	6	2
Franklin	1152	2.60%	6	217	44	21	3	3
Pineville	1764	2.66%	4	424	10	8	8	4
Rockingham	882	3.97%	6	353	3	15	10	5
Wadesboro	631	4.28%	5	207	15	10	11	6
Nags Head	343	7.87%	2	123	5	1	8	7
Morehead City	1420	3.87%	5	316	11	7	2	8
Kill Devil Hills	825	6.42%	5	187	6	4	12	9
Walkertown	673	3.27%	3	156	33	39	14	10

The information above is from NCDOT's web site at: <http://ow.ly/DsKpk>.



The above chart clearly shows that traffic accident damages are more than double the losses from criminal offenses involving stolen and damaged property crimes for the last three years. For this reason the Department believes additional efforts and resources must be placed where they can be the most useful. In the future the Department would like to seek the additional resources, which the N.C. Governor's Highway Safety Program can provide.

Accomplished Goals for Fiscal Year 2013-2014



Continually improve cooperative working relationships with our residents, visitors, and business owners through educational and innovative programs.

- **Drug Abuse Resistance Education (D.A.R.E.) Officer Certification**
At the end of 2013, the Nags Head Police Department held its 1st Annual D.A.R.E. graduation for ninety-six 5th graders at Nags Head Elementary. Our certified D.A.R.E. officer presented this 10 week program, which focused on making good life choices, the different types of bullying and the dangers of alcohol, drugs and tobacco use. For their final assignment each student wrote an essay about their experiences while in the program and what they learned. During graduation three of the best essays (one from each homeroom) were read by the students.

The Department maintains an active role with the Outer Banks Bicycle and Pedestrian Safety Coalition, which is a group of concerned citizens, business owners/managers, elected officials and local governments interested in the safety and betterment of pedestrian and bicycle safety. Part of the Coalition's work includes public service announcements and bicycle/pedestrian safety videos.

- **3rd Annual Bicycle Rodeo at Nags Head Elementary**
Bicycle officers with the Department coordinated this event, which allowed each student at Nags Head Elementary School to participate. Students in pre-K through 2nd grades were shown by our officers how to safely ride a bike using all the required safety equipment. Students in grades three through five were given a brief safety lecture and then were able to ride several bicycle courses, which had been set up in the school's parking lot.
- **Walk/Bike to School with Nags Head Elementary**
International Walk to School Day is a global event that involves communities from more than 40 countries walking and biking to school on the same day. It began in 1997 as a one-day event and has become part of a movement for year-round safe routes to school and a celebration – with record breaking participation each October.

The success of Walk to School Day, as well as continued interest in bicycling to school, created a desire for a national event focused on bicycling to school. This goal became reality in 2013, when the first National Bike to School Day took place on May 9, in coordination with the League of American Bicyclists' National Bike Month.

The Nags Head Police Department again partnered with the Town's Fire and Planning departments and Nags Head Elementary for these events.

- **Continued Partnership with the Dare County Sheriff's Office**
The Nags Head Police Department continued its excellent working relationship with the Dare County Sheriff's Office this fiscal year. Whereas the Nags Head Police Department works well with all local and state agencies, this partnership is most evident in the work of the Narcotics Task Force.

Continually explore opportunities to establish public and private partnerships for resources to provide effective law enforcement services.

- **Continued partnership with the Dare County Sheriff's Office**
The Police Department continued its excellent working relationship with the Dare County Sheriff's Office. Whereas the Nags Head Police Department works well with all local and state agencies, this partnership is most evident in the work of the Narcotics Task Force and crime scene processing.

Continually explore opportunities to establish public and private partnerships for resources to provide effective law enforcement services.

- **Project Lifesaver**
The primary mission of Project Lifesaver is to provide timely response to save lives and reduce potential injury for adults and children who wander due to

Alzheimer's, autism and other related conditions or disorders. After receiving a \$5,000 equipment grant from Project Lifesaver during the previous fiscal year, the Nags Head Police Department was able to train officers and begin using the equipment. We received requests from three out of town visitors to have their loved ones outfitted with a tracking bracelet during their visits, which provided comfort in knowing if their loved ones did wander, the Nags Head Police Department had the equipment and training to quickly locate them.

- **Nags Head Community Watch Association**
Established in 1995, the Nags Head Community Watch Program is an organization sponsored by the Nags Head Police Department and maintained by town residents. During this fiscal year our National Night Out Against Crime event was a huge success with locals and visitors joining our officers for a fun filled evening of demonstrations, informational booths and good food!
- **NC Aquariums and Dare County Schools**
The Department assisted the NC Aquarium on Roanoke Island and Dare County Schools with providing a safe and secure learning environment for field trips. Officers worked with these organizations to see that elementary school students were escorted from the YMCA or Nags Head Elementary to the Bonnett Street beach access to learn about marine life.

Promote clean, safe, secure, and livable neighborhoods through proactive police activities that increase the overall safety of our residents, visitors and business owners.

- **Child Safety Seat Clinics**
The Nags Head Police Department conducted several child safety seat clinics throughout the fiscal year. These clinics are designed to ensure that child seats are properly installed in vehicles. If a problem is discovered, the seat is removed and properly reinstalled. This service provides parents/guardians with the peace of mind knowing that when travelling in a vehicle, their child is in a seat that is installed to provide maximum protection.
- **Watch for Me NC**
The "Watch for Me NC" program aims to reduce pedestrian and bicycle injuries and deaths through a comprehensive, targeted approach of public education and police enforcement. The Department is a partner in this valuable program. Through this partnership our Department received training on pedestrian and bicycle safety as well as related printed materials to distribute to our residence and visitors.
- **Bicycle Lights**
Through our partnership with the Outer Banks Bicycle and Pedestrian Safety Coalition our officers distributed hundreds of bicycle lights to our residents,

visitors and foreign exchange student workers. By providing these lights, those bicycling in our community were able to do so more safely.

Continue to internally promote a service oriented department that works with our community to solve problems and create solutions.

- Providing diverse and goal specific training
Rapid Deployment Training – our department now has two rapid deployment instructors, which allows us to conduct in-house training (classroom and practical) for active shooter situations.

Standardized Field Sobriety Testing Instructors - allows in-house training of our officers in the detection of impaired drivers.

State Crime Lab Training—officers were trained in-house on new rules and regulations regarding the submission of evidence for analysis to the state crime lab.

NCSHP Driver's Training—driving is the highest liability area for law enforcement officers. As our training budget has allowed, officers are attending an intense 40 hour driver training class at the NC Highway Patrol Driving Facility in Raleigh.

Fire and Rescue

Emergency response needs in the Town of Nags Head are changing. While Nags Head Fire and Rescue is involved in fire suppression, public education and enforcement of codes to reduce the occurrence of fires, other risks to life and property exist in the community. Adopting an all hazards approach to emergency services, Nags Head Fire and Rescue strives to proactively identify community vulnerabilities, assess the risks to life and property and develop methods to implement hazard reduction strategies. The Fire Department is becoming an all-purpose organization, responsive to a wide range of community needs, collaborating with stakeholders and delivering comprehensive customer service to the citizens and visitors in the Town of Nags Head. The Fire, Ocean Rescue and Fire Reserve units accept these challenges and remain responsive to the evolving and dynamic nature of our community.



Fire and Medical Response

Overall, fire and medical responses decreased 2.8% in FY 2013- 2014, reflecting a total of 877 calls.

Nags Head Fire and Rescue response to medical incidents decreased to 372 in FY2013-2014, showing an 11% decrease, while fire call incidents increased to 472 in FY 2013-2014, a 4.2% increase compared to the prior fiscal year.

Fire call response involving Nags Head commercial properties in FY 2013-2014 totaled 209, an increase of 1% as compared to the prior fiscal year. Fire call response involving residential properties increased this year by 4.6%, for a total of 457 responses in FY 2013-2014.

The overall structural fire dollar loss for FY 2013-2014 was \$14,300. This figure includes minor fires involving cooking and electrical incidents as well as several lighting strikes. Thankfully no injuries or deaths resulted from these unfortunate events.

The Department provided mutual aid structural firefighting services to all those Dare County fire departments requesting assistance in FY 2013-2014, as well as accepting incoming fire resources to assist in mitigating hazards exceeding the capabilities of Nags Head Fire and Rescue. The Department responded to all major county fires north of the Herbert C Bonner bridge (over Oregon Inlet), and other mutual aid

departments were represented at incidents that exceeded the Town's capabilities. We continue to maintain excellent working relationships with all Dare County fire departments.

Training

A comprehensive training program is necessary for the Department to maintain current certification levels and grow proficiency in the protection of life and property. Fire and Rescue personnel completed many hours of instruction in firefighting, EMS, public education, emergency operations, workplace safety, code enforcement and numerous other topics. Several employees achieved State of NC fire inspector certification, and driver operator courses were well attended by personnel on a career track to operate major fire apparatus. In April 2013, all career staff participated in a two day wildland firefighting class sponsored by NC Forestry.

Fire inspectors attend six hours of annual continuing education training to meet State of NC requirements and increase fire code knowledge. All fire inspectors completed this training in January, 2014.

Thirty –five seasonal ocean rescue staff completed pre-season USLA and First Responder training, improving organizational knowledge, physical skills and operational abilities to protect the growing number of beach patrons during the summer.

Several fire staff attended the National Fire Academy for executive level coursework, while firefighter continuing education reinforced basic skills in fire attack, ladders, rescue and self-contained breathing apparatus. NFA Officer training certification increased department leadership capabilities and encouraged firefighters to step out of their comfort zone. Emergency services staff conducted incident command training scenarios, thereby enriching operational capabilities and department proficiency to manage a variety of emergency incidents. The Dare County Firefighter Certification Academy currently offers community classes in the south wing of Fire Station 16, thereby improving educational opportunities for aspiring firefighters and veteran staff alike.

Equipment

The Department acquired several items of new and replacement equipment in FY 2013-2014. A new firefighter turnout gear washing machine was delivered and installed at Fire Station 21 to provide increased decontamination capabilities for the safety of fire staff.

Fire Station 16 underwent some significant renovations in FY 2013-2014. A commercial vinyl composite floor covering was installed to replace the aging carpet, and all interior walls were refreshed with new paint. New chairs and tables were purchased for the south wing facility, and new LED technology light fixtures were installed in the bay area.

In October 2013, the Town of Nags Head took delivery of a new Pierce “Quint” fire apparatus to replace an aging ladder truck. This unique fire apparatus is outfit with a pump, water tank, ground ladders and 75’ aerial ladder, making it one of the most versatile firefighting units in the area. After a period of staff training, Truck 16 was formally placed in service to the community during a dedication and fire apparatus “wet down” in December 2013.

The Nags Head incident command post is located in the Town Hall conference room. When an organizational structure is required during critical events, Town staff can gather to provide management and more effectively mitigate emerging hazards. Communications system improvements for the command post in FY 2013-2014 include the installation of an 800 MHz base radio and amateur “HAM” radio system console.

Staffing

During FY 2013-2014, Fire and Ocean Rescue staff continued to serve the community in an efficient and progressive manner. The deputy fire chief/fire marshal position was added to the Department’s organizational structure, which increased depth and oversight to a large and busy department. Cross training of fire rescue staff made a positive impact in town and re-focused response and prevention emphasis seasonally, when and where it was needed. The Ocean Rescue captain was re-assigned to work a firefighter shift during the winter months, and four firefighters obtained certification as USLA lifeguards, enabling their waterfront contributions during the summer season.

Nags Head Fire Reserve firefighters and support personnel continued to participate in a significant amount of firefighting, training, emergency management, and office/administrative support activities.

Wellness

This year the Department accepted the administration of the Town wellness facility and equipment. This included selecting, purchasing, and installing a variety of equipment to fit the diverse needs of the Town’s employees. The Wellness Team is steadily looking at additional events to encourage wellness and fitness in addition to meeting the Town’s Wellness event criteria to keep insurance costs at a minimum.

A member of the Department attended the IAFF/IAFC Peer Fitness Trainer course in April of 2014 where he became certified as a trainer through the American Council on Exercise. The Department is in the process of implementing the Nags Head Wellness Fitness Initiative program, which starts with a physical and clearance to participate from the individual’s doctor. Then a fitness evaluation, which includes an assessment of VO2 max, muscular strength, muscular endurance, flexibility, and body composition, is completed. Next the employee’s goals for exercise are reviewed and a program is created for the employee. Reassessment and program updates are

completed annually, at a minimum. Participation in this new program has been great and will be offered to all Town employees by department.

Fire Inspections

The Nags Head Fire inspection program is the core of life safety and injury prevention in Nags Head and provides ongoing identification and correction of hazards in commercial facilities. Inspections are identified as the most effective method of immediately reducing community risk, thereby decreasing the potential for emergency incidents in town.

During FY 2013 - 2014, fire inspectors completed 297 inspections of Nags Head commercial and multi-family facilities. Fire inspections included regular state required reviews and investigation of complaints. Commercial inspections include restaurants, businesses and institutional/educational facilities, such as Outer Banks Hospital, Colony Ridge Nursing Home, and Nags Head Elementary School. Inspections were conducted at assemblies, businesses and multi-family residential establishments, which include hotels.

Fire staff worked closely with the Planning Department this past year, completing numerous technical reviews of commercial sites and building plans. Fire code enforcement officials evaluated a growing number of crowd gathering permits and established incident action plans to help ensure that patrons attending special events remain safe.

Nags Head fire inspectors have continued to identify and solve complex fire code matters throughout the year in a compassionate and customer service friendly manner. Onsite mitigation efforts helped to reduce the chances of uncontrolled fire in commercial occupancies. This intervention in turn provides for occupant safety and improved the overall quality of life and continuity of operations for Nags Head residents and visitors.

Fire Prevention and Hazard Mitigation

Nags Head Fire Rescue staff are committed to the vision of fire safety for the citizens and visitors in Nags Head. Overall, the total number of fire prevention education attendees in Fiscal Year 2013-2014 was 2,447, which was a substantial increase over last year's participants. Fire staff and equipment were present with fire safety literature, youth fire helmets, stickers, and fire apparatus at the following public events:

- Annual Nags Head Fire Rescue Youth Fire Prevention Night
- Annual Nags Head Police Easter Egg Hunt
- Annual Nags Head Police National Night Out Against Crime
- Annual St. Patrick's Day Parade
- Annual Outer Banks Seafood Festival

Nags Head Fire Rescue staff played an integral role in the planning and participation of the July 4th fireworks at Nags Head Pier, as well as helping with Memorial Day and Veterans Day ceremonies.

The Fire Prevention Committee met regularly to address fire prevention issues and organize public events in Nags Head. Nags Head Fire staff assisted the Kill Devil Hills Fire Department with “Fire Prevention Week” activities at First Flight and Kitty Hawk Elementary schools. Visits were scheduled at Nags Head Elementary and various preschools as well. Nags Head residents and numerous vacationing visitors tour Station 16 and Station 21 or obtain pit fire permits. Nags Head Fire Rescue staff submitted various fire prevention topics for submission to Town of Nags Head media outlets, and spoke to vacationing groups regarding fire safety while on vacation. The Nags Head Fire website contains fire and consumer safety information informing the public about injury prevention. The Department and the Town’s public information officer cooperatively released timely fire safety related messages via Facebook and Twitter. These innovative social media public service announcements are popular and help the Town reach a more diverse and tech-savvy population.

Nags Head Fire Rescue Youth Fire Prevention Night in October offered community members an opportunity to meet firefighters, participate in fire extinguisher training, learn about residential fire inspections, and receive free smoke detectors. Participants also conducted “EDITH” (Escape Drills in the Home) in the Dare County Association of Fire officers Safety Trailer. Approximately 400 people attended this important event, which establishes Nags Head Fire Rescue as a fall gathering point for community fire education. Fire staff provided medical and fire prevention standby at the Seafood Festival at Windmill Point event site.

In December 2013, Nags Head Fire Rescue hosted a “Breakfast with Santa Claus” event. During breakfast, toys were distributed to all attending children and Town of Nags Head employees celebrated the holiday season. In February 2014, the fire staff participated in the annual Mommy and Me Expo held at the YMCA. Firefighters provided child safety seat checks and child home safety tips for the community. In October 2013, Firefighters participated in the “Safe Routes to School” program, designed to assist children/parents identify injury free pedestrian/bicycle pathways to schools. In May 2014, fire staff attended the United States Coast Guard Open House at Oregon Inlet Coast Guard Station. In June 2014, Nags Head firefighters assisted the Nags Head Police Department with the Bike Safety Rodeo held at Nags Head Elementary School. Nags Head Fire Rescue personnel provided leadership and education by staffing the Fire Safety Trailer during the 2014 “Dare Days” event in Manteo.

The Fire Department endorses community participation in the “Knox Box” program. This program provides for the secure access to building keys and information for use by first-arriving firefighters. A lockable box is installed in a designated location for access by firefighters in emergencies. As new businesses are permitted, they are encouraged to install Knox Boxes.

Grant Funding

The primary goal of pursuing grant funding is to meet the firefighting and emergency response needs of the Department and obtain critically needed equipment, protective gear, emergency vehicles, training, and other resources needed to protect the public and emergency personnel from fire and other related hazards. The Town has a successful history in obtaining grant funding and during this period, Nags Head received an Outer Banks Visitors Bureau grant that provided 50% funding for the annual July 4 Independence Day Fireworks display at Nags Head Fishing Pier. A \$3,200 Outer Banks Community Relief Foundation grant was obtained for the replacement of two beach wheelchairs for special needs individuals.

Ocean Rescue

Large group educational lectures were provided by Nags Head Ocean Rescue lifeguards, to include the following groups: Outer Banks Hospital employee family gathering, Jennette's Pier Waterman's Camp (twice), Dare County Social Services, First Flight High School, and Nags Head Elementary School.

Public education advisories for FY 2013-2014 totaled 270,479 people, a substantial increase over the 163,593 of the previous year. Lifeguards participated in Public Education Mondays, introducing themselves to beach patrons, establishing a relationship and handing out educational materials. Monday's were chosen because it is typically the first full beach day for incoming visitors, allowing us the opportunity to contact vacationers at the beginning of their stay. Additionally, yellow "Dangerous Current" flags are strategically placed on the beach to notify swimmers of rip currents located in the general area. This creates another talking point for lifeguards to provide rip current identification tips and swimmer strategies to escape these water conditions.

A new lifeguard tower was added, bringing the total stand count to 14 stationary observation points. Stationary lifeguard stands introduce a surveillance location for rescuers and helps them to more quickly locate swimmers in distress. Subsequent efforts introducing new lifeguard stand locations will help create overlapping tower coverage and close gaps in surveillance, while improving safety for swimmers. To improve visibility for beach patrons, all lifeguard stands were painted white and marked with the access name and mile-post marker.

In mid-July 2013, ten Nags Head Ocean Rescue personnel traveled to the United States Lifesaving Association – South Atlantic Regional Lifeguard Championship. Nags Head took second place in the "B" Division (a staff of less than 50 guards). Having the opportunity to participate in lifeguard competitions provides extra motivation to the lifeguard staff for the job required physical training. The unit also gains respect and admiration from the beach-going public when they see the lifeguards training and competing.

The ocean was closed to swimming 13 days during FY 2013-2014. This was primarily due to offshore storms that created dangerous rip currents.

The following comparative statistics pertain to the activity of the Ocean Rescue Unit for Fiscal Years 2012-2013 and 2013-2014.

	FY 2012-2013	FY 2013-2014
Water Rescues	142	328
* # of People Assisted	*232	*349
**Watercraft Assist	**13	**5
Lost person Search	16	30
Medicals <i>No EMS Needed</i>	79	61
<i>EMS Needed</i>	59	97
Near Drowning	0	11
Drowning	1	1
Other Deaths on Beach	0	0
Animal <i>Dogs</i>	345	38
Calls <i>Marine Animals</i>	30	25
Education Advisories	163,593	270,479
Large Group Lectures	7	5
Beach Closings	0	13
Emergency Response	72	61
No Assistance Needed		
Mutual Aid Response	2	0
Beach Population	1,326,951	1,497,084

Infant Car Seat Installation Program

Since 2003, the Nags Head Fire Department has maintained an excellent Child Passenger Safety Seat Program. This service provides parents and care givers a resource with the proper installation of a child safety seat. Fire Department personnel are certified as National Child Passenger Safety Technicians, which instructs them on proper techniques for inspecting, educating and installing a child safety seats. This training allows our technicians to educate parents and caregivers about child safety seats. The Fire Department provides this service to residents and visitors, at both Fire Station 16 and Fire Station 21.

The Fire Department conducted 81 Child Safety Seat inspections for FY 2013-2014, and provided 10 seats to citizens in the community that were in need of public assistance. Fire personnel checked seat installations during the annual Town of Nags Head Community Easter Egg Hunt, Outer Banks Hospital Annual Baby Birthday, Children's Workshop Day Care, YMCA Mommy and Me Expo, Police Department National Night Out and Fire Prevention Youth Open House at Station 16. In addition to in town events, Nags Head Fire Department personnel assisted Colington and Kitty Hawk Fire Departments at Child Safety Seat checking events. Another community outreach program involved a workshop for the Dare County Children and Youth

Partnership. Local child care providers were able to learn basic techniques and given proper installation tips. Published information, concerning age and weight appropriate seat choices, was provided to attendees at the workshop.

There are currently 19 certified child seat technicians on staff that provide seat checks and education to any parent or caregiver who is in need. We feel this is a great service to the community and helps to make the transportation of our youth safer by having a certified Child Passenger Safety Seat Technician on duty daily, at both station 16 and 21.

Child Safety Seat Technicians must complete a recertification process every two years. This process requires each technician to complete 6 continuing education hours, conduct 5 supervised seat checks, and participate in a Child Passenger Safety Clinic to be eligible for recertification. This past year, two of our fire staff attended the 2014 North Carolina Child Passenger Safety Conference in Raleigh. These two attendees are also Technician Proxies, which enables them to conduct supervised seat checks for technicians to recertify.

Over the last 10 years, the Nags Head Fire Department has played a leading role in child passenger safety in Dare County. The Nags Head Fire Department will continue to strive to educate residence and visitors, by providing up to date information and child safety seat inspections. Our goal is to reduce injuries and increase awareness about the importance of proper child passenger safety.

Nags Head Safety Program

The desired outcome of the Nags Head Safety Program is to eliminate employee injuries and mitigate hazards in Town facilities. The Town of Nags Head is dedicated to employee occupational safety and the maintenance of a healthful workplace. The Town's safety accomplishment this year could not have been obtained without total management/employee commitment, communication, and cooperation. The Town of Nags Head took part in a voluntary safety program administered by the North Carolina Department of Labor. The Town of Nags Head was awarded the "SHARP" award for our safety programs and the Town's commitment to safety on February 17, 2014. This award is very prestigious and as one of the few municipalities in the state that has been awarded with this, we are extremely proud.

Nags Head personnel lost workdays for FY2013-2014 totaled 296. This was primarily the result of one serious workplace injury. The safety committee continues to evaluate ways to provide for a safer workplace.

Damage to equipment remains the most frequent issue reviewed by the Safety Officer. While some incidents are unavoidable, some show the need for ongoing driver training and awareness of employee surroundings. At a minimum, each employee must go through a four hour defensive driving class before driving a Town vehicle.

We have gained an additional Defensive Driving instructor this year and this instructor has begun teaching additional classes to enhance our driver safety program to reduce incidents.

The Safety Committee meets regularly to discuss occupational matters, review incidents, and recommend new equipment or processes. This fiscal year, Town staff participated in various safety events and training opportunities, including CPR for employees, audiometric testing, wellness facility upgrades, inspections, and personal protective equipment distribution for all affected employees. Town employees continue to take online safety classes through the North Carolina League of Municipalities. This training has proven to be easily accessible, as well as valuable for all employees.

Safety program highlights included “Safety Week”, which took place the first week in May. Several safety classes were conducted during this week, with topics including back safety, CPR and a North Carolina Department of Labor 10 hour safety program. This class was attended by numerous employees who received a certification certificate of completion. Employees continue to complete online training classes sponsored by the North Carolina League of Municipalities. The week culminated with the annual Safety Luncheon for Town employees. The Nags Head Board of Commissioners declared a 2014 Safety Week as well.

Emergency Management

North Carolina was spared from major damage from tropical systems in FY 2013-2014, although high winds and rain from several Nor’easters pummeled the coastline. Several January, 2014 snow events (Polar Vortex) challenged a town unaccustomed to frigid temperature extremes. While these storm events affected the community financially and operationally, the nourished beach front absorbed the storms energy and no ocean over wash or extensive weather related damage was observed.

Public Works



Following is the Public Works Department's annual report for Fiscal Year 2013-2014. The Department is a complex, multifaceted organization, which is organized into seven divisions:

1. Administration
2. Stormwater Management (has a separate operating budget but no assigned personnel and is covered in this report under Administration)
3. Fleet Maintenance
4. Public Facilities Maintenance
5. Sanitation
6. Water Distribution
7. Water Operations

In addition to detailing the activities of each division, provided at the end of this report is a summary of the achievements towards the Department's Objectives and Performance Indicators.

Fiscal Year 2013-2014 was an eventful year for the Public Works, both in organization, leadership, and activity. Within each section of this report, unit activities, accomplishments, and statistics are highlighted.

The Department takes pride in providing services at a high quality and efficient level, while doing it cost effectively. Public Works is also in a business that requires a vast amount of public interaction, via phone, e-mail and especially in person. Whether it is questions on storm drainage in your neighborhood or scheduling of bulk pick-up, the Department listens to the community and strives for solutions that balance the needs of the community with individual interests.

Like most Public Works departments, there is always more to be done than can possibly be achieved. This report is an attempt to step back from the day-to-day demands and assess performance so that the Department can chart a course to best meet future demands. Additionally, the Department hopes this report will be helpful in understanding the type and volume work that occurs within Public Works and the positive results achieved through the Department's collective efforts.

Public Works Administration Division

The Administrative Division, through the Department director, provides leadership and management, determines staffing and budgetary needs, coordinates departmental public relations programs and directs project development and completion. This Division also provides inter-departmental coordination, technical assistance, and overall support for the entire department. Overall, Administration is responsible for:

- managing citizen requests and complaints;
- preparing and managing the Department's budget;
- procuring services and administering contracts;
- processing work orders;
- reconciling inventory;
- diverting waste efforts;
- conducting studies and preparing reports;
- managing Department records;
- providing coordination of personnel evaluation, discipline, safety, training and outfitting acts as a liaison to other departments, boards, and committees.

Following is a summary of activities conducted by the staff in Fiscal Year 2013-2014:

Bulk/Brush Drop-off Yard Permit stickers-100	Divisional work orders-6,000
Contracts- 34	Gov Deal transactions-35
Invoices 2,379	Requisitions-200

The Department's director and project coordinator perform many functions including:

- reviewing development in the town;
- designing, permitting, and overseeing capital improvement and small scale projects;
- addressing citizen requests and complaints;
- developing and managing the town's master plan;
- coordinating with operations and maintenance staff;
- providing stormwater quality and quantity enhancements;
- serving as liaisons to Town boards and committees;
- directing overall project development and completion.

Major Fiscal Year 2013-2014 Projects

- Drainage Improvement
 - Nags Head Pond Design, Bidding and Construction Administration
 - Nags Head Acres Design, Bidding, and Construction Administration
 - Vista Colony Drainage Pipe Installation
 - Vista Colony Effluent Pipe Installation

- Nags Head Realty Drainage Pipe Replacement
- Albatross Street Drainage Pipe Replacement
- Village at Nags Head Drainage Pipe Replacement (east of Children's Workshop)
- Whalebone Junction (in conjunction w/ Holy Redeemer Church)
Eighth Street/Wrightsville Avenue Drainage Swale Construction
- Operation and Effluent Monitoring of the Vista Colony Groundwater Lowering System
- Roadways and Pathways
 - Carolinian Circle Roadway Improvements (design, permitting, bidding, construction oversight and special assessment assistance)
 - Powell Bill Street Resurfacing Project
 - Nags Head Cove
 - Hesperides Drive
 - Sturgeon Drive
 - Shiner Drive
 - Blue Marlin Way
 - Red Drum NC 12 Pavement Repair Post Watermain Break
 - West Side Multi Use Path Phase VI Development w/ Deceleration Lane Installation at Windjammer Road (design, permitting, bidding, construction review and grant assistance)
 - South Nags Head Path Repair (bidding and construction review)
 - Workshop Presentation and Coordination with the North Carolina Department of Transportation for Advance Pedestrian Flashing Beacon Little Bridge Pedestrian Crossing
- Water Main Extensions
 - Carolinian Circle (design, permitting, construction oversight and certification)
 - Pond Island (design, permitting, construction oversight, certification, and special assessment assistance)
- Miscellaneous
 - Town Hall Office Remodel (bidding and construction oversight)
 - Sandfencing (bidding and construction oversight)
 - Brush Grinding (bidding and oversight)
 - Debris Monitoring and Management RFQ and Contracts
 - Beach Access Sand Removal Permitting and Execution
 - Prioritized Structural Analysis & Implementation Plan for Fire Station 16 and the Bonnett Street Bathhouse
- Planning Department Assistance
 - Sand Relocation Permitting Process and CAMA Major Beach Nourishment Permit Amendment

- Stormwater Management Ordinance Update Development and Implementation
- Parking Ordinance Update (staff liaison during ordinance development)
- Soundside Boardwalk (staff liaison and assist with conceptual planning)
- Stormwater Working Group (staff liaison)
- Recycling Working Group (staff liaison)
- Technical Review - Commercial Development Plans (review and act as staff liaison)
- Review and Approval of Residential Site Development Plans

Fleet Maintenance Division

Fleet Maintenance maintains, repairs, rehabilitates, and services all Town vehicles and heavy equipment. Efficient, cost-effective maintenance is essential to providing uninterrupted service. The Division performs preventive maintenance through careful operation, timely servicing, systematic inspection, and detection/correction of potential equipment problems before major breakdowns occur. Successful equipment maintenance allows the departments to carry out their duties in a timely and cost-effective manner.

The garage staff maintains a \$30,995.44 repair parts and fluids inventory along with diesel and unleaded fuel for the fleet. The Division is staffed with Fleet Superintendent Charlie Bliven, Senior Fleet Mechanic Patrick Norcross, and Fleet Mechanic Ron Watson. The garage is now fully staffed when Pete Woickelman was made a full time permanent employee in April 2014 as a fleet mechanic.

There were 1,154 work orders for 2013-2014 and 3,057.3 labor hours.

The Fleet Maintenance Garage is certified to perform North Carolina Vehicle State Inspections in addition to retaining certifications in various areas of automotive, medium/ heavy truck and busses through Automotive Service Excellence, ASE.

Fuel delivery, maintenance and repair of the fuel pumps are also overseen by the Fleet Maintenance Division.

New vehicles and equipment that were prepared, modified, and made ready for service in 2013-2014 by the staff include:

2014 Chevrolet Tahoe Police	2014 Ford F-350 Water Distribution
2014 Chevrolet Tahoe Police	2014 Ford SUV Septic Health
2014 Dodge Charger Police	Pierce Ladder Truck Fire Department
2014 Dodge Charger Police	Jet Ski Trailer Ocean Rescue
2014 Kubota Utility Sanitation	2013 Yamaha Jet Ski Ocean Rescue

2014 Ford F-150 Facilities Maintenance	2013 Honda 4 Wheeler Ocean Rescue
2014 John Deere Loader Facilities Maintenance	2013 Honda 4 Wheeler Ocean Rescue
2014 Ford F-150 Pickup Truck Water Plant	2013 JCB Backhoe Loader Water Distribution

The fleet maintenance staff decommissioned and sold a total of 9 vehicles on GovDeals for a total of \$14,920 in FY 2013-2014.

The staff continues to stay current with scheduled preventive maintenance, technology advancements, and training to provide the highest level of service for the Town of Nags Head.

Public Facilities Maintenance Division

Public Facilities Maintenance provides full-scale support Town-owned grounds and facilities across multiple campuses maintaining the overall appearance and cleanliness of these sites by providing efficient, cost-effective general maintenance and repair of Town-maintained streets and rights-of-way.

Additional responsibilities include:

- asphalt and concrete repairs
- roadway sweeping
- multi use path maintenance
- street sign installation
- specialty street pavement markings
- storm drainage installation and maintenance
- beach access maintenance
- right-of-way mowing
- vegetation trimming and removal
- hauling and grading as needed

Fiscal Year 2013-2014 presented an expanded array of challenges to be performed within extremely rigid time constraints.

To assist with the daily challenges presented to Public Facilities Maintenance, staff implemented Facility Dude, a web based program that permits Town staff to log issues which require attention. The system allows employees to monitor and track progress of the issue reported from start to finish. The home dash board gives the ability to see how many work orders have been opened and finished along with many other options. It has also been very beneficial in scheduling work.

The Division was actively involved in special event preparation, including the following events:

- July 4th Fireworks Display
- Outer Banks Seafood Festival
- Outer Banks Marathon
- St. Patrick's Day Parade
- Nags Head Woods Run
- Routine Grounds Maintenance for Events at the Outer Banks Event Site

Public Facilities Maintenance was instrumental in the Town being awarded the prestigious Sharp Award presented by the North Carolina Department of Labor to employers who serve as a model for worksite safety and health.

Extreme weather conditions experienced this past winter required unanticipated tasks such as snow removal from the Town's facilities and accumulated sand removal from the Town's beach accesses. Routine work activities continued throughout FY 2013-2014 with exterior maintenance and repair work performed on the various Town facilities to include: buildings, landscaping, streets, signs, drainage, Town Parks, beach accesses, crosswalks, and emptying of the trash cans on the beach. Interior assignments conducted include the provision of janitorial needs for the town's Municipal Complex, the Board of Commissioners Meeting Room, Fire stations and the Public Works building in addition to providing basic electrical and plumbing services.

Additional duties in FY 2013-14 included assisting the Sanitation Division with bulk /brush pickup throughout the town in the spring and fall cleanup in conjunction with hauling debris to the County's C&D landfill.

Facilities Maintenance Responsibilities

- Building Area: 75,000 sf +; Public Works, Municipal Complex, Board Room, Fire Stations 16,20 & 21
- Number of Oceanfront Beach Access Facilities: 42
- Number of Soundfront Beach Access Facilities: 6
- Number of Public Restrooms: 6
- Public Facilities Solid Waste Cans: 130 (May 1st to October 1st annually)
- Number of Recreational Park Facilities: Town Park, Dowdy Park, Whalebone Park, Outer Banks Event Site
- Multi-Use Pathways: 13 miles
- Sidewalks: 1 mile +
- Street maintenance: 37 miles +
- Drainage: 35 miles in addition to coordination of 20 miles in NCDOT Rights-of-ways

- Right-of-way mowing: 90 acres ±

Facilities Maintenance Labor Statistics for FY 2013-14

- Building Maintenance: 1,194.5 hours
- Beach access cleaning: 3,251.0 hours
- Beach Access Repairs: 2,640.5 hours
- Cleaning Town facilities: 1,924.5 hours
- Street maintenance: 488.5 hours
- Drainage: 114.7 hours
- Landscaping Town facilities: 957.5 hours
- Right-of-way mowing: 395.8 hours
- Multi use path maintenance: 478.5 hours
- Miscellaneous: 785.0 hours
- Storm Work: 89.5 hours
- Installation of Regulatory Signs: 306.0 hours
- Work in Other Departments: 91.0 hours

Sanitation Division

Sanitation provides refuse, recyclable materials, and yard debris collection services to over 4,400 single-family households and commercial, institutional and public customers within Nags Head. In addition, the Division offers drop-off recycling containers at three locations: Public Works, Town Municipal Complex and Huron Street public beach access.

The following is a summary of key accomplishments in FY 2013-2014:

- Total Work Orders Processed: 1,863
- Bagged Yard Waste pickup: 58
- Brush & Limb Pickup: 719
- Bulk Pickup: 444
- Cart Delivery: 345
- Cart Repair: 103
- Christmas Trees: 28
- Cracked Warranty Carts: 8
- Dumpster Delivery: 25
- Dumpster Repair: 11
- Mulch Delivery: 19
- Rollback Carts: 8
- Special Requests: 0
- White Goods: 95

The largest amount of material collected and transported by Sanitation was of course residential and commercial refuse.

Refuse Collection by Tonnage for Fiscal Year 2013-2014	
Residential Refuse	3,860.01
Commercial Refuse	4,379.18
Total Residential and Commercial	8,239.19

Total refuse decreased by 88 tons, a 1.06 % decrease from FY 2012-2013.

The Brush Yard across is open on Mondays, Thursdays, and Saturdays for the convenience of property owners with 5,285 people served.

Brush Yard Loads for Fiscal Year 2013-2014 (Annual Daily Total)

	2012-2013	2013-2014
Mondays	1,351	1,488
Tuesdays	1,989	1,876
Saturdays	1,880	1,921

In FY 2013-2014, the Town collected and deposited approximately 2,200 cubic yards of vegetative debris. The vegetative debris was processed and recycled into mulch and available for distribution to the citizens. The recycled mulch material has been utilized to supplement landscape beds at Town facilities, on the paths in Nags Head Woods that are used as part of the Outer Banks Marathon course, and in the roadside beautification beds.

The Town delivers collected electronics directly to Dare County; please note that the total amount of tons delivered is not available. A total of 487.1 tons of bulk Construction and Demolition (C&D) items were transported to Dare County during FY 2013-2014, a decrease of 5.14% or 5.14 tons from the prior year.

Pilot Recycling Program

In FY 2013-2014 the Town contracted with Outer Banks Hauling to collect 142.99 tons of recyclables which citizens brought to three drop-off recycling locations. Additionally, Outer Banks Hauling services 56 recycling carts at public beach accesses, collecting a total of 27.93 tons during FY 2013-2014, an increase of 14.9% from the prior year. The Town has been continually tracking recycling data as part of the Curbside Recycling Pilot Program. Collection months were July 2013, August 2013, September 2013 and June 2014, producing a total of 152.82 tons of commingled recycle material collected by Outer Banks Hauling.

Recycled Material Collected Fiscal Year 2013-2014

- Commingled -subscribers-curbside (picked up by Outer Banks Hauling): 212.34

- Commingled -pilot-curbside (picked up by Outer Banks Hauling): 152.82
- Commingled- beach access carts (picked up by Outer Banks Hauling): 27.93
- Commingled (that we bring to Outer Banks Hauling): 29.79
- Clean cardboard- (that we bring to Outer Banks Hauling): 77.28
- Commingled from -3 roll offs (that Outer Banks Hauling pulls): 142.99
- Total tons: 643.15

Water Distribution Division

The Water Distribution Division is responsible for maintenance of the Town's water distribution network, which spans in excess of 67 miles. Some of the programs the Division administers and coordinates are:

- water main emergency repairs
- water service installation
- water service repair
- water main flushing
- construction review of new water main projects
- grounds maintenance around valves and hydrants
- meter reading
- infrastructure maintenance
- other related services

The Water Distribution Division is responsible for the overall quality of water after it leaves the water plant, requiring a 24 hours a day-365 days a year emergency response services.

Fiscal Year 2013-2014 saw a decrease in new residential and commercial water service installations, with a net decrease of seven service connections. Distribution technicians performed seven water main repairs (2" through 12") and 65 service line repairs (3/4" through 2"), in addition to responding to 16 after-hours calls.

Annual system wide flushing was performed between the November 2013 and May 2014.

In addition to the routine scope of work typically conducted within the Division, approximately 75 hours of supplemental assistance was provided supporting other divisions within the Public Works Department.

The Division consists of one supervisor and four technicians, all of which require state certification. All Distribution technicians received the required contact hours to keep their existing mandatory state certifications active. Ray Schoonmaker, Water Services Supervisor, has his C-Distribution, Back Flow Prevention / Cross Connection Control certification, C-Well apprentice and Commercial Driver's license (CDL). Raymond will attend the B-Distribution school in Oct 2014. Todd Workman has his B- Distribution certification and his CDL. Heath Taylor was hired in March 2014 and has his C-

Distribution certification. David Bradley was hired in July 2014 and has his Commercial Driver's license and will attend C Distribution school in 2015.

The Water Distribution Division installed the following number of water taps during FY 2013-2014:

	2012-2013	2013-2014
3/4 inch	11	6
1 inch	29	26
1 1/2 inch	1	1
2 inches	0	1

The number of utility locate requests decreased this year to 1,281 compared to 1,584 in 2012-2013.

Water Distribution Projects and Events

- Began Fire Hydrant Maintenance (scrape/paint) on South Old Oregon Inlet Road (7-13)
- Repaired 2" Main at Colony Court (7-13)
- Installation and Acceptance of 300 l.f. of 2" Main at Carolinian Circle (8-13)
- Repaired 8" Main at Goose Wing (9- 12)
- Repaired 8" Main at 9304 South Old Oregon Inlet Road (10-14)
- Added 300 ft. of 2" Main to Carolinian Circle (10-13)
- Began Annual Flushing (11- 13 thru 5- 14)
- Repaired 6" Main at 2912 Memorial Avenue (11-12)
- New Utility Truck Received (12-13)
- Repaired 12" Main at Red Drum Restaurant (12-13)
- Installed 3 Hydrants on Wellfield Road (12-13)
- Repaired 2" Main at Bay Meadow and Midshore Court (1-14)
- Winter Storm Leon (1-14)
- Fresh Market RPZ In Service (3-20-14)
- Repaired 6" Main at 5205 Croatan Highway (5-14)
- Installed Flusher at Oregon Inlet Marina (5-14-14)
- Installation and Acceptance of 370 ft. of 2" Waterline and 185 ft. of 6" Waterline on Pond Island (6-14)
- Surplus Meters Scrapped for \$2,382.65 (7-14)

Water Operations Division

The Water Operations Division is responsible for supplying potable water to the Nags Head.

Water Operations is headquartered at the Water Treatment Plant at 2110 Pond Avenue. Water Operations also maintains a pump station located at 104 Gull Street, 5 system flushers, two elevated water tanks, two ground storage tanks and serves Nags Head citizens by providing as after-hours contact for Public Works.

Water Operations staff is dedicated to providing water that meets or exceeds all federal and state standards at a pressure and volume adequate for the Town's firefighting capabilities.

Operation Overview

The Nags Head Water Plant is staffed 7 days per week, 2 shifts per day. Water Plant operators assist Water Distribution by answering calls and investigating water distribution complaints during weekends, after hours, and holidays. Water Operations Superintendent, Nancy Roop Carawan, has A-Well, A-Surface, and B-Distribution licenses. She is the Operator in Responsible Charge for Water Operation and is responsible for monthly reports to NC-DENR Public Water Supply Section, and state compliance sampling. Staff consists of 3 Water Operators. All operators are certified by the state of North Carolina in water treatment. David Perry has A-Well, A-Surface and B-Distribution licenses. Buddy Beacham has C-Well and C- Distribution licenses. Scott Buckalew has a C- Well license.

Nancy Carawan is certified as a Grade II Wastewater Treatment Plant Operator and Grade 1 Physical/Chemical Water Pollution Control System operator. David Perry is also certified as a Grade 1 Physical/Chemical Water Pollution Control System operator. Nancy, David, and Buddy are certified in Bacteriological Analysis for Drinking Water by the North Carolina State Laboratory of Public Health. Scott will be attending the Bacteriological Analysis School in November 2014.

Water Plant Operators are responsible for supplying potable water to the citizens of Nags Head, ensuring that all water storage tanks are full and that adequate water pressures are maintained throughout the water system. The operators perform preventive maintenance of equipment and general housekeeping of the Eighth Street Water Plant, Gull Street Pump Station, system flushers, filter and raw water buildings and both elevated towers. In the spring and summer months, the operators are also responsible for the grounds maintenance at the Eighth Street Water Plant, Gull Street Pump Station, the south Nags Head Tower, the Eighth Street Tower and the Town Hall cell tower. Water Operations staff takes it upon themselves to police the side of the town's road ways picking up litter when time permits.

As compliance requirements for water systems (by the State of North Carolina and the Environmental Protection Agency) increase, so do the duties of the Water Operations staff. Water Operations personnel collect, analyze and record daily, weekly and monthly information that is included in the monthly reports to the State. Operators are responsible for the collection and analysis of daily chlorine residuals at the entry points at the Eighth Street water plant, Gull Street pump station and in the distribution system. They monitor the quality of the water received from Dare County at the

Eighth Street water plant and at Gull Street daily. Analyses include hardness, chlorides, iron, free ammonia and mono chloramines. The operators perform preventive maintenance of equipment and general housekeeping. Staff maintains a state-certified laboratory, for state compliance testing of the town's drinking water for Coliform bacteria.

Fifteen water samples are collected monthly from selected random sampling locations throughout the town and are analyzed for Coliform bacteria in our laboratory. The results are reported monthly to the state. Quarterly THM/HAA5 samples are collected at four locations throughout the town for compliance with the Stage 1 Disinfection By-Products Rule.

Water Operations Projects and Events

- OSHA Inspection (8/27,28/14)
- TTHM Sample Tap Installed at Seaside Art Gallery (9-13)
- Skyco Plant Out of Service Due to Transmission Main Leak (10/7-22/13)
- AT&T Installed New Cable on South Nags Head Tower (11-13)
- Stage 2 DBP Rule Began December 2014. Dare County Received Extension Until September 30, 2015 for Capital Improvements to improve Disinfection By-Product Compliance
- Received New Truck (12-13)
- Winter Storm Leon- Snow- (1-14)
- Wholesale Water Rate Increased from \$1.698/Thousand Gallons to \$1.171/Thousand Gallons (1-14)
- Eighth Street Tower Inspection (4-9-14)
- Eighth Street Ground Storage Tank Inspection(4-30-14)
- Motor Bearings Replaced in Gull Street Pump #1 (5-14)
- Skyco Discontinued Water with Free Chlorine Residual - Natural Chloramines Due to Ammonia in Their Water.(5-27-14)
- Installation of Second Chlorine Injection System at Gull Street Pump Station (6-14)
- Collected Compliance Lead and Copper samples (June/July 2014). Next sampling June 2017.
- Chlorine Room Fan at Gull Street Out of Service.(6-14) and Replaced 8-6-14

End of Month Fresh Pond Levels

FY 2011 – FY 2014

	FY 2011	FY 2012	FY 2013	FY 2014
July	7.40	5.30	7.85	7.0
August	7.10	5.30	8.60	7.0
September	7.75	6.40	8.20	7.0
October	7.50	6.40	8.20	6.7
November	7.10	6.40	8.00	7.0
December	6.80	6.20	8.60	7.3
January	7.10	6.20	8.60	7.6
February	7.20	6.30	8.60	7.8
March	7.10	6.80	8.50	7.9
April	7.00	6.75	8.40	8.0
May	6.00	7.40	7.90	7.8
June	5.70	7.30	7.60	7.3

Four Year Comparison								
Water Pumped to Nags Head Distribution by Month and Daily Average								
FY-2011 to FY-2014 (Million Gallons)								
	FY 2011		FY 2012		FY 2013		FY 2014	
July	68.669	MG	70.249	MG	68.017	MG	68.583	MG
	2.215	Avg	2.266	Avg	2.194	Avg	2.214	Avg
August	64.915	MG	62.376	MG	64.074	MG	63.609	MG
	2.094	Avg	2.012	Avg	2.067	Avg	2.052	Avg
September	41.651	MG	46.498	MG	45.914	MG	45.442	MG
	1.388	Avg	1.549	Avg	1.530	Avg	1.514	Avg
October	32.571	MG	33.118	MG	35.090	MG	31.923	MG
	1.050	Avg	1.068	Avg	1.132	Avg	1.029	Avg
November	26.889	MG	25.582	MG	27.734	MG	28.801	MG
	.893	Avg	.853	Avg	.924	Avg	.960	Avg
December	27.185	MG	19.929	MG	22.887	MG	21.568	MG
	.876	Avg	.643	Avg	.738	Avg	.696	Avg
January	25.635	MG	22.438	MG	19.475	MG	22.323	MG
	.826	Avg	1.381	Avg	.628	Avg	.720	Avg
February	20.428	MG	19.933	MG	16.387	MG	21.631	MG
	.729	Avg	.687	Avg	.585	Avg	.772	Avg
March	24.772	MG	25.582	MG	21.406	MG	27.415	MG
	.799	Avg	.825	Avg	.691	Avg	.884	Avg
April	30.160	MG	32.751	MG	29.322	MG	35.995	MG
	1.005	Avg	1.091	Avg	.974	Avg	1.199	Avg
May	40.651	MG	39.328	MG	39.775	MG	45.141	MG
	1.311	Avg	1.268	Avg	1.283	Avg	1.456	Avg
June	57.532	MG	55.043	MG	53.687	MG	59.525	MG
	1.917	Avg	1.835	Avg	1.790	Avg	1.984	Avg
Totals	461.058	MG	452.827	MG	443.768	MG	471.956	MG
Averages	1.231	Avg	1.290	Avg	1.216	Avg.	1.293	Avg

Objectives and Related Performance Indicators *Achieved*

Each year the Department of Public Works defines goals which are associated with Board of Commissioners values. The defined goals for FY 2013-14 encompass the development of environmentally sensitive solutions, fiscal responsibility, supporting community needs via infrastructure, and improving customer services and communications. Key performance indicators and objectives are aligned with the Department goals and used as a method of measuring whether it has accomplished its goals and objectives.

A. Objective - Improve public access through facility expansion, or replacement.

Performance Indicators –

1. Auto CAD CIVIL 3D software for the Project Coordinator which includes Modules for Stormwater Management Design, Transportation Design Sanitary Sewer Design & Pressure Pipe network Analysis.

Performance Indicator Met- The Auto CAD Civil 3D software package was purchased in July 2013. This software has assisted the Town in design, analysis, visualization, and preparation of project documentation. The software package enables the production of site specific development plans, stormwater management modeling, pressure pipe modeling, 3D conceptualization, project cost projections, and enhanced graphical production. With the implementation of this software, “in house” design documentation can be prepared, reducing the need for outside engineering contract services.

2. To divide the north side of the Administrative Services wing of Town Hall into four offices.

Performance Indicator Met- The Town had previously contracted the services of Beacon Architecture and Design, PLLC to provide a feasibility analysis for the potential conversion of open office space in four (4) individual enclosed offices located in the Administrative Services wing of the Town Hall building. After it had been determined that the project could be accomplished, construction documents were developed, bids solicited, and the project awarded to Earth Saver, LLC. The project construction commenced in April 2013 and was completed in July 2014.

3. To have the town engineer evaluate the Bonnett Street Bath House for its structural integrity and longevity.

Performance Indicator Met- The Town contracted the services of Beacon Architecture and Design, PLLC and Mike O'Steen, P.E. to provide a structural and architectural feasibility analysis for the Bonnett St. Beach Access, Fire Station 16, and the Department of Public Works Facility. The analysis performed provided the necessary information to develop several redevelopment options for a full building replacement or 3-year phased improvement plan. This information was provided to the Board of Commissioners at the FY 2014-2015 Capital Improvement Workshop for consideration.

- B. Objective - Improve neighborhood drainage infrastructure through maintenance, or new construction, where appropriate.

Performance Indicators –

1. Develop detailed plans and cost estimates for drainage infrastructure improvements along Lookout Road and Cutty Sark Lane in Northridge.

Performance Indicator Failed- A conceptual drainage improvement plan was discussed with the residents of the North Ridge Subdivision, specific to those areas surrounding Lookout Rd. and Cutty Sark Lane. A neighborhood meeting was conducted in the winter of 2012-2013 with the affected residents to discuss possible solutions via a public-private partnership with the town. Upon further consideration from the neighborhood, the proposal lacked the necessary support for the project to move forward. Drainage improvement efforts were modified to initiate projects within several other west-side neighborhoods to include, Nags Head Pond, Nags Head Acres, and the Vista Colony Subdivision.

2. Develop an updated Stormwater CIP, emphasizing neighborhood projects, and cost effectiveness.

Performance Indicator Met- Fiscal Year 2013-14 saw the implementation of the Stormwater Management Working Group (SMWG), a Strategic Plan Committee that was formed by the Town Board of Commissioners. The SMWG's mission is to establish an affordable long range action plan for improving the Town's stormwater drainage infrastructure and championed by Commissioner Representative Marvin Demers. The Working Group developed a project priority list addressing future stormwater projects with a presentation of a multi-year improvement plan schedule. The project priority listing considered factors such as project benefit, area served, number of properties, public safety, and project cost. The top priorities

identified were initiated in FY 2013-2014 for projected commencement in FY 2014-2015.

- C. Objective - Maintain certifications, licenses and training requirements for staff and utilize professional services in order to maximize capabilities within current staffing levels and budget.

Performance Indicators –

1. Ensure that all Public Works employees have completed the required NIMS training courses.

Performance Indicator Met- All existing staff were current with the NIMS training requirements at the beginning of the Fiscal Year 2013-2014. New personnel hired in the Spring of 2014 were scheduled to receive NIMS training during FY 2014-2015.

2. All Facilities Maintenance, Maintenance Garage, Water Operations and Water Distribution certifications are current and required relevant training hours are completed.

Performance Indicator Met- In Fiscal Year 2013-2014, staff has received the necessary certifications required for the scope of work conducted and are current with the minimum required training hours.

3. Send newly hired Water Distribution Technician to school and to sit for the Grade “C” Water Distribution license.

Performance Indicator Met-Heath Taylor, Water Distribution Technician, who was hired in March 2014, has received the necessary training and certification for the Grade “C” Water Distribution license.